



Job Description – Tri-Cities Food Co-op General Manager

The Co-op is currently accepting applications for a General Manager. We are a member-based, natural foods retail cooperative located in Richland, WA. We have a strong commitment to support local producers and carrying a wide range of organic and eco-friendly products. The Co-op offers bulk products and refillable containers to reduce waste. It also has a community space with a coffee bar and cafe, and an area for meetings and events (classes, art shows, and live music). We have our license for on-site sales of beer and wine and for consumption in the community space. The Co-op has over 1,000 members and a Board.

Responsibilities:

- Carry out the vision, mission, goals, and objectives of the Co-op with a high-level of professionalism.
- Execute all daily store operations including, but not limited to, staffing, inventory, vendor coordination, sales, events (classes, art shows), advertising, and community relations.
- Manage finances including planning, implementation, interpretation, maximizing operational efficiency and ensuring adequate cash flow and capital for present and future operations.
- Hire, supervise, develop, and evaluate staff with a focus on positive reinforcement and empowerment.
- Maintain a friendly community-oriented store atmosphere, prompt customer service, member relations, and a well-maintained store. Provide oversight of maintenance and repairs.
- Support Board reports by providing store's financial and operational status to the General Contractor or directly to the Board Chair, as appropriate.
- Conduct other duties as assigned.

Desired Experience:

- An understanding of retail financial concepts, including pricing mechanisms, margins, and operating budgets, and the application of these concepts in day-to-day store management.
- Knowledge of/ willingness to learn QuickBooks online.
- Ability to maintain accurate sales and inventory data in the POS and associated systems.
- Previous grocery or similar high-volume retail experience; including POS use, inventory tracking, product merchandising.
- Experience supervising and managing staff in a food service or retail setting.
- Solid computer literacy, including Microsoft Office Professional products (Access, Excel, Word) and modern POS software (Shopify and associated apps, or similar).
- Effective verbal and written communication skills
- Ability to oversee staff activities for the coffee bar, cashiering, social media posts, and events.
- Familiarity with natural foods, food production practices, and a variety of dietary needs.
- Willingness and ability to meet the changing requirements of the job.
- Ability to work with little or no supervision and under deadlines.
- Ability to work a flexible schedule to meet the needs of the business.

- Demonstrated ability to effectively multi-task with strong attention to detail.

The pay range is 45,000- \$55,000 depending on qualifications and experience. The compensation package includes medical and dental insurance, paid time off, paid sick leave, retirement, and additional incentives. This position is an opportunity to start a Co-op from nearly the ground up. Our Co-op is small but growing and you can grow with us!

To apply for or inquire about the General Manager position, please send a cover letter and resume with three professional references to tfccoop4@gmail.com

<https://tfccoop.org/>